



MULTISITE APPLICATION EMAIL FLOW VIA AWS SES

EXECUTIVE SUMMARY

New Angle Systems LLC, a forward-thinking organization with a hybrid infrastructure spanning AWS, on-premises, and colocation environments, identified the need to modernize and stabilize their email relay system. Their existing setup occasionally resulted in message loss or delays—particularly with production application emails initiated by end-user actions—posing operational and compliance challenges. To proactively address these concerns, the client engaged Innovative Digital Transformation LLC to implement a secure, scalable email relay solution leveraging AWS services. The project resulted in enhanced message reliability, better observability, and alignment with industry security and compliance standards.

THE CHALLENGE

As part of their continuous commitment to operational excellence and user experience, New Angle Systems LLC aimed to resolve persistent challenges related to their legacy email relay configuration. The system, responsible for routing outbound emails from critical applications, occasionally experienced message delivery failures or latency. Given the nature of the communications—often triggered by real-time user actions—this introduced risk to customer satisfaction and compliance reliability.

To eliminate these issues, the client sought a centralized, modernized solution that would:

- Ensure dependable and traceable email delivery across AWS, colocation, and on-prem infrastructure.
- Address lost or delayed messages from production applications.
- Enhance architectural resilience while complying with SOC 2 and AWS Well-Architected Framework guidelines.
- Provide centralized monitoring for operational oversight.

Ensuring the reliable delivery of application-generated emails was a key priority for us, especially given the operational and compliance implications of delays or message loss. Our collaboration with Innovative Digital Transformation LLC led to the successful implementation of a centralized email relay solution that spans our AWS, on-premises, and colocation environments. The new setup has resolved previous reliability issues, strengthened our compliance posture, and provided much-needed visibility into email flows. IDT demonstrated strong technical expertise and thoughtful execution, and we highly recommend them as a trusted AWS services partner.

Eric Saito - Principal
New Angle Systems LLC

IDT SOLUTION

IDT designed and implemented a robust email relay architecture tailored to the client's needs. The solution utilized Amazon EC2 and AWS Simple Email Service (SES) to centralize all outbound messaging flows while introducing observability and security at every layer. Key architectural enhancements ensured that messages originating from any environment—AWS, colocation, or on-prem—would be relayed securely, reliably, and in compliance with SOC 2 standards.

- Architected a centralized and resilient email delivery flow using AWS SES and EC2.
- Integrated email relay logic with existing application workloads in a secure manner.
- Enabled centralized HAProxy-based monitoring and visibility into email operations.
- Ensured compliance with SOC 2 requirements and AWS best practices.

THE BENEFITS

Following the migration, New Angle Systems LLC now operates a highly reliable and centralized email communication flow that spans all application environments. The improved system eliminated previous issues of message loss and latency, providing operational consistency and peace of mind. With added visibility, security alignment, and zero disruption during deployment, the new setup has become a foundation for sustained operational trust and scalability.

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